

Network Diagram

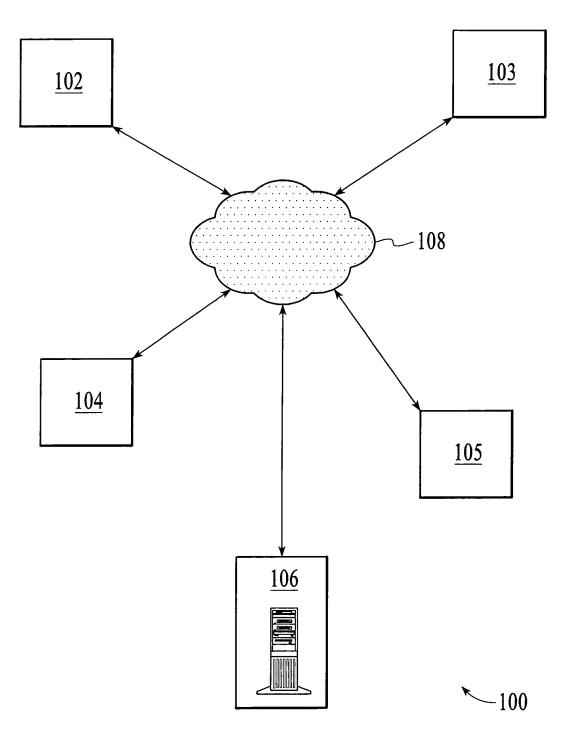


FIG.1

220

Recorded Call Volumes File Edit View Help **4 4 4** Monday, September 18, 2000 4 Week: 9/18/00 Recorded call volume plot Daily call totals: 0.8 0.6 -Calls Tuesday 0 0.4 -Wednesday 0.2 0 2 4 6 8 10 12 14 16 18 20 22 Thursday Friday Hour Saturday - Recorded call volume Sunday Total for week 0 Toggle Annotation: RYG ChangeMyName Group, Week of 9/18/00 -210 230

FIG.2

320

Operation Parameters X Help File ☐ 24-hour call center Hours of operation: Start End <closed> <closed> □ Monday □ Tuesday <closed> <closed> ₽Thu ☑ Wednesday 00:00 ₩ed 00:00 <closed> <closed> □ Thursday <closed> <closed> ☐ Friday <closed> <closed> □ Saturday <closed> <closed> □ Sunday Number of seats: 20 330-☐ Group scheduling options $\mathbb{R}\mathbb{Y}\mathbb{G}$ **☆** ⇔ ChangeMyName Group, Week of 9/18/00 310

FIG.3

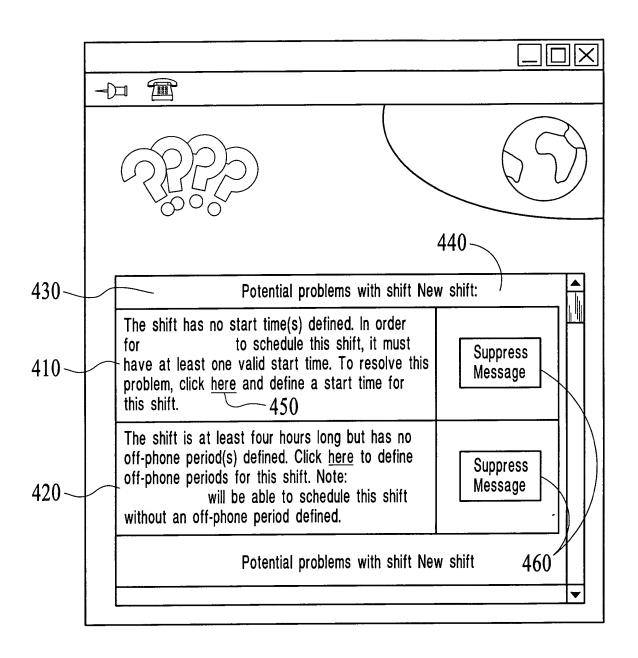


FIG.4

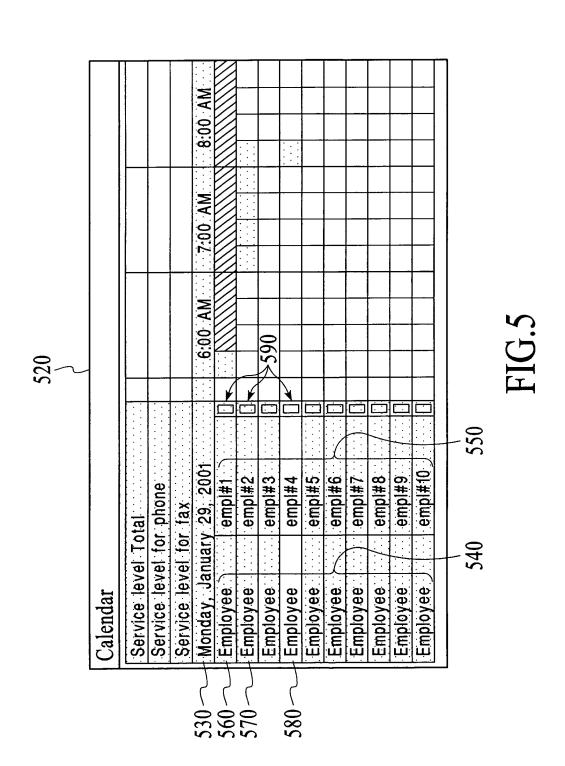
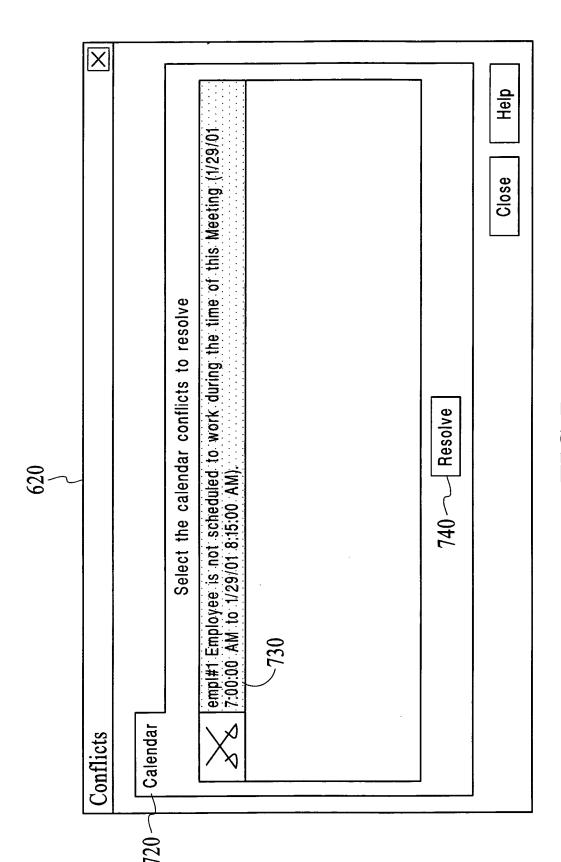


FIG 6



FIG

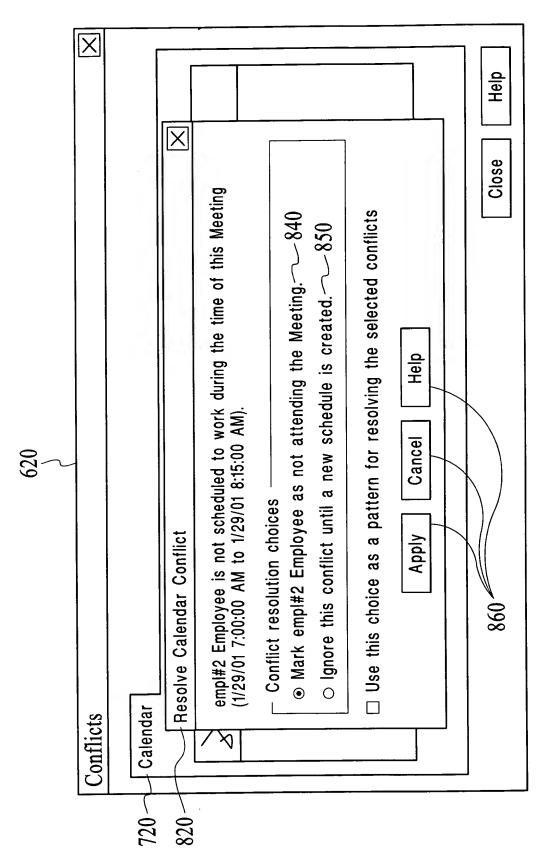


FIG.7

